

11/07/2018

Ladies and Gentlemen of Helena,

My name is Shawn Storm. Though a recent transplant from a small community outside of Greater Louisville, KY; I have always enjoyed the lifestyle and feel of smaller communities. As my work with PatientMatters has brought me to this wonderful town, I have quickly accepted this wonderful community as my own.

Understanding this post is a part-time one, I see this as a unique opportunity to bring my management skills, my desire to serve the public, and my natural leadership to serve a community I have come to respect and enjoy. I would continue my functions as Director for PatientMatters and see very little time management conflicts based on the 2018 year.

If called for interview, I am very open to discuss my stance on a myriad of political platforms and my beliefs. Though a Republican, I am a moderate. I see the best way to serve the public is to listen to all ideas and compromise to the best solution. In my view, no one person, political view, or idea is ever perfect. That being said, I am as willing to be swayed by open and honest debate as I am to bring others towards my own.

Thank you very much for your time and consideration.

Sincerely,

Shawn T. Storm

A handwritten signature in black ink, appearing to read "Shawn T. Storm", with a long, sweeping horizontal line extending to the right.

Shawn T Storm

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Professional Summary

Innovative, customer-oriented healthcare director of accounts receivable and eligibility with background in hospital and physician billing practices. Strong background in quality assurance, claims analysis and management principles and practices. Seeking a leadership role within an integrated delivery system that recognizes the value of its people. Wishing to utilize my vast skills and knowledge while learning new techniques and processes from those I follow and those I lead.

Skills

- Project management
- Adept at prioritizing/managing deadlines
- Multiple systems experience: Cerner, Epic, Meditech 6, Star, CUBs, etc.
- Client relations aptitude
- Team leadership
- Staff development
- Data management
- Knowledge of billing principles in regards to Medicare, Medicaid, and commercial insurances
- Accounts receivable processes

Education

December 2010	Psychology	University of Phoenix
Degree achieved:	BA	3.2 GPA
December 2003	Psychology	Brescia University
Degree achieved:	98 credit hours	3.4 GPA

Experience

Oct 2017 – Current
PatientMatters

Director of Client Billing and Relations

- Increased St Peters Point of Service Collections by 128% in under one year through staff training and strict process changes.
- Improved patient satisfaction in regards to billing practices by 22% by implementing programs and changing statement design
- Improved relations between St Peters and PatientMatters by advocating matters for St Peters and maintaining regular updates and constant communication.
- Directly lead 87 employees in training programs, and work their support team requests as the primary support source.

March 2016 – Oct 2017
360Care

Medical Billing Department Manager

- Implemented and designed new training programs for all employees to allow for easier understanding of processes and systems.
- Worked directly with physicians and patients to ensure the most accurate coding and billing practices were being utilized.
- Identified and worked with IT group, CEO, and physicians to correct issues found with clearing house.
- Supported Chief Financial Officer and Financial Director with daily operational functions and ensuring best practices are utilized.
- Directly responsible for four different revenues streams, in eleven different states, generating 3.2 million dollars in claims monthly by leading a billing team of 43 employees.

March 2015 – March 2016 **Program Manager Accounts Receivable and Eligibility**
Conifer Health Solutions

- Directed start up of new contract for billing and eligibility services with University of Louisville Hospital.
- Revenue exceeded 2.1 million dollars in second month after going live.
- Created weekly and monthly reporting for facility CFO and COO to outline goals, actuals, and future action plans.
- Defined strategy and business plan for National Accounts Receivables in high risk of write off, reducing the inventory from 32 million dollars more than 120 days old to less than 25 million in under three months .
- Took point on working contract with Omnicare to work eligibility and billing services until Omnicare was bought by CVS. Reduced lost revenue by fifty percent in three months time.
- Developed training programs for sales team for specific products offered by Omnicare.

Experience *(Continued)*

February 2009 – March 2015
MedAssist

Director of Eligibility and Accounts Receivable

- Member of Executive Management Team servicing five of the company's top clients in the South and Midwest.
- Directed through onsite managers a total of 512 employees that maintained accounts receivables and eligibility services in 68 facilities.
- Initiated a new program utilizing a call center of 288 employees to assist in physicians not directly affiliated with our client facilities to bill for patient services.
- Maintained and reported on facility revenue and accounts receivable for all 69 facilities in 12 states monthly to CFO's and board of directors, ranging from 2.3 million dollars monthly up to 31 million dollars.
- Assisted in difficult patient cases to ensure client received full revenue and was able to move patient through treatment processes.
- Increased overall client revenue by 2.3 million dollars my first year and 6.18 million dollars my third year.

May 1998 – December 2007
Cash Tyme

District Manager

- Increased profits by 32% by instilling strong customer service procedures in staff .
- Reduced and controlled company expenses by teaching collection techniques.
- Added to company portfolio by creating collections contracts with small car lots and local for profit schools.
- Managed a staff of 68 employees in 12 stores and a collections call center.